

OMMO Analytics

SOP - Client Activation Approval

Standard operating procedure for OMMO Analytics delivery, support, and managed client operations.

Owner	OMMO Group Company
Product	OMMO Analytics
Version	1.0
Status	Active operating draft

Purpose

Move a client from demo interest to approved onboarding only after payment or internal approval is confirmed.

Scope

Applies when a prospect requests a real workspace after seeing the demo.

Roles

- Admin owner: confirms payment/waiver.
- Sales owner: confirms package and expectations.
- Implementation owner: starts onboarding checklist.

Required inputs

- Company name, website, country, currency.
- Main contact name, email, phone.
- Plan tier and expected users/brands.
- Payment status: paid or waived.

Procedure

- Review the activation request.
- Confirm commercial approval before changing status.
- Set tenant status to Onboarding.
- Assign implementation owner.
- Confirm subdomain slug and workspace name.

- Send next-step email or WhatsApp message using approved template.

Quality checks

- No workspace becomes Live before payment or waiver.
- Slug is clean, short, and brand-safe.
- Main contact details are complete.
- Client understands setup is managed by OMMO.

Records to maintain

- Payment approval note.
- Tenant status change.
- Owner assignment.
- Client communication record.